

As a below named inventor, I hereby declare:

That I verily believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

the specification of which is attached hereto.

That I acknowledge the duty to disclose information to be material to patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

| | |
|------------------------------|------|
| Prior Foreign Application(s) | None |
|------------------------------|------|

(Application Number) (Filing Date)

(Application Number) (Filing Date)

That I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

United States Application(s)

[illegible][illegible]

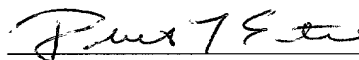
That all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby appoint the following attorneys, with full power of substitution and revocation, to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith and request that all correspondence and telephone calls in respect to this application be directed to WELSH & KATZ, LTD., 120 South Riverside Plaza, 22nd Floor, Chicago, Illinois 60606, Telephone No. (312) 655-1500.

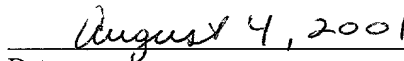
| <u>Attorney</u> | <u>Registration No.</u> |
|------------------------|-------------------------|
| A. Sidney Katz | 24,003 |
| Richard L. Wood | 22,839 |
| Jerold B. Schnayer | 28,903 |
| Eric C. Cohen | 27,429 |
| Joseph R. Marcus | 25,060 |
| Gerald S. Schur | 22,053 |
| Gerald T. Shekleton | 27,466 |
| James A. Scheer | 29,434 |
| Daniel R. Cherry | 29,054 |
| Edward P. Gamson | 29,381 |
| Kathleen A. Rheintgen | 34,044 |
| Thomas W. Tolpin | 27,600 |
| Eric D. Cohen | 38,110 |
| Jon P. Christensen | 34,137 |
| Walter J. Kawula, Jr. | 39,724 |
| Leonard Friedman | 37,135 |
| Philip D. Segrest | 39,021 |
| Jeffrey W. Salmon | 37,435 |
| Mitchell J. Weinstein | 37,963 |
| John J. Horn | 28,803 |
| John M. Miller | 38,560 |
| James P. O'Shaughnessy | 27,667 |
| Philip K. Yu | 35,742 |

Full name of sole or one joint inventor:

Robert T. Eitel



Inventor's signature



Date

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Bartlett, Illinois 60103

Citizenship:

United States

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Full name of one joint inventor:

Anthony Dezonno

Inventor's signature

Date

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Citizenship:

United States

Full name of one joint inventor:

Michael C. Hollatz

Inventor's signature

Date

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Citizenship:

United States

Address for Correspondence:

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Chicago, Illinois 60606

Docket No.: 01EC015-82368

DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare:

That my residence, post office address and citizenship are as stated below next to my name.

That I verily believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING

the specification of which is attached hereto.

That I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

That I acknowledge the duty to disclose information to be material to patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

That I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate on this invention having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s) None

I hereby claim the benefit under 35 U.S.C. §119(c) of any United States provisional application(s) listed below.

(Application Number)

(Filing Date)

(Application Number)

(Filing Date)

That I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

United States Application(s)

(Application Serial No.)

(Filing Date)

(Status)-(Patented, pending, abandoned)

(Application Serial No.)

(Filing Date)

(Status)-(Patented, pending, abandoned)

That all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

RECEIVED JUL 30 2001

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| John M. Miller | 38,560 |
| Susie H. Oh | 36,391 |
| James P. O'Shaughnessy | 27,667 |
| Keith L. Stephens | 32,632 |
| Philip K. Yu | 35,742 |

Full name of sole or one joint inventor:

Robert T. Eitel

Inventor's signature

Date

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Citizenship:

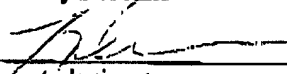
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Full name of one joint inventor:

Anthony Dezonno


Inventor's signature

Date

7/30/01

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Full name of one joint inventor:

Michael C. Hollatz


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Date

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